

IN THE CLAIMS:

Claims 1, 2, 10, 11, 19, 20, 28 and 29 are amended herein. Claims 37-40 are added.

All pending claims and their present status are produced below.

1 1. (Currently amended) A method for reformatting messages for multiple display
2 environments, the method comprising:
3 determining ~~provision~~ a visual presentation of a user interface including a message
4 display area having a first visual format that includes a first display parameter;
5 receiving a message for ~~introduction into display within the user interface message~~
6 display area, the message having a second visual format that differs from the
7 first visual format such that ~~introduction of displaying~~ the message
8 unmodified would ~~produce generate~~ a misalignment according to the first
9 display parameter;
10 automatically reformatting the message to ~~provide generate~~ a reformatted message
11 that ~~corresponds~~ conforms with the first visual format; and
12 providing ~~a displaying~~ of the reformatted message within the ~~user interface message~~
13 display area, wherein the displayed reformatted message conforms to the first
14 display parameter.

1 2. (Currently amended) The method of claim 1, wherein the first visual format further
2 includes a second display parameter, and the displayed reformatted message conforms to the
3 first display parameter and the second display parameter.

1 3. (Original) The method of claim 2, wherein the first display parameter is a line length
2 and the second display parameter is a maximum number of display lines.

1 4. (Original) The method of claim 3, wherein automatically reformatting comprises:
2 receiving the line length and the maximum number of display lines; and
3 re-flowing the message to provide a reformatted message having lines that correspond
4 to the line length.

1 5. (Original) The method of claim 4, wherein re-flowing the message comprises:
2 populating a current reformatted line within the reformatted message with a current
3 line from the message; and
4 incrementing to a next reformatted line where insertion of an additional word from
5 the current line would cause the current reformatted line to exceed the line
6 length.

1 6. (Original) The method of claim 5, wherein re-flowing the message further comprises:
2 continuing to populate the current reformatted line with a next line from the message
3 where the current line is exhausted before the current reformatted line exceeds
4 the line length.

1 7. (Original) The method of claim 6, wherein re-flowing the message further comprises:
2 determining a paragraph break where the current line is exhausted and the current line
3 is less than a predetermined minimum length.

1 8. (Original) The method of claim 6, wherein re-flowing the message further comprises:
2 determining a paragraph break where the current line is exhausted and a double line
3 break is found before the next word in the message.

1 9. (Previously presented) The method of claim 1, wherein the user interface is included
2 in a network based customer service system and the reformatted message is saved in a
3 database used by the network based customer service system.

1 10. (Currently amended) A computer readable storage medium that stores a set of
2 software instructions, which are executable to reformat messages for multiple display
3 environments, the instructions comprising:

4 determining ~~provision~~ a visual presentation of a user interface including a message
5 display area having a first visual format that includes a first display parameter;
6 receiving a message for ~~introduction into~~ display within the ~~user interface message~~
7 display area, the message having a second visual format that differs from the
8 first visual format such that ~~introduction of~~ displaying the message
9 unmodified would ~~produce generate~~ a misalignment according to the first
10 display parameter;
11 automatically reformatting the message to ~~provide generate~~ a reformatted message
12 that ~~corresponds~~ conforms with the first visual format; and
13 providing a displaying of the reformatted message within the ~~user interfaee message~~
14 display area, wherein the displayed reformatted message conforms to the first
15 display parameter

1 11. (Currently amended) The storage medium of claim 10, wherein the first visual format
2 further includes a second display parameter, and the displayed reformatted message conforms
3 to the first display parameter and the second display parameter.

1 12. (Original) The storage medium of claim 11, wherein the first display parameter is a
2 line length and the second display parameter is a maximum number of display lines.

1 13. (Original) The storage medium of claim 12, wherein automatically reformatting
2 comprises:

3 receiving the line length and the maximum number of display lines; and
4 re-flowing the message to provide a reformatted message having lines that correspond
5 to the line length.

1 14. (Original) The storage medium of claim 13, wherein re-flowing the message
2 comprises:

3 populating a current reformatted line within the reformatted message with a current
4 line from the message; and
5 incrementing to a next reformatted line where insertion of an additional word from
6 the current line would cause the current reformatted line to exceed the line
7 length.

1 15. (Original) The storage medium of claim 14, wherein re-flowing the message further
2 comprises:

3 continuing to populate the current reformatted line with a next line from the message
4 where the current line is exhausted before the current reformatted line exceeds
5 the line length.

1 16. (Original) The storage medium of claim 15, wherein re-flowing the message further
2 comprises:

3 determining a paragraph break where the current line is exhausted and the current line
4 is less than a predetermined minimum length.

1 17. (Original) The storage medium of claim 15, wherein re-flowing the message further
2 comprises:

3 determining a paragraph break where the current line is exhausted and a double line
4 break is found before the next word in the message.

1 18. (Previously presented) The storage medium of claim 10, wherein the user interface is
2 included in a network based customer service system and the reformatted message is saved in
3 a database used by the network based customer service system.

1 19. (Currently amended) An apparatus for reformatting messages for multiple display
2 environments, the apparatus comprising:

3 an interface determination module, configured to determine ~~provision~~ a visual
4 presentation of a user interface including a message display area having a first
5 visual format that includes a first display parameter;

6 a message buffer, configured to receive a message for ~~introduction into display within~~
7 the ~~user interface~~ message display area, the message having a second format
8 that differs from the first visual format such that ~~introduction of displaying~~ the
9 message unmodified would ~~produce generate~~ a misalignment according to the
10 first display parameter; and

11 a reformatting module, in communication with the interface determining module and
12 the message buffer, configured to automatically reformat the message to
13 ~~provide generate~~ a reformatted message that ~~corresponds conforms~~ with the

14 first visual format, for ~~provision of a displaying~~ of the reformatted message
15 within the ~~user interface~~ message display area, wherein the displayed
16 reformatted message conforms to the first display parameter.

1 20. (Currently amended) The apparatus of claim 19, wherein the first visual format
2 further includes a second display parameter, and the displayed reformatted message conforms
3 to the first display parameter and the second display parameter.

1 21. (Original) The apparatus of claim 20, wherein the first display parameter is a line
2 length and the second display parameter is a maximum number of display lines.

1 22. (Original) The apparatus of claim 21, wherein automatically reformatting comprises:
2 receiving the line length and the maximum number of display lines; and
3 re-flowing the message to provide a reformatted message having lines that correspond
4 to the line length.

1 23. (Original) The apparatus of claim 22, wherein re-flowing the message comprises:
2 populating a current reformatted line within the reformatted message with a current
3 line from the message; and
4 incrementing to a next reformatted line where insertion of an additional word from
5 the current line would cause the current reformatted line to exceed the line
6 length.

1 24. (Original) The apparatus of claim 23, wherein re-flowing the message further
2 comprises:

3 continuing to populate the current reformatted line with a next line from the message
4 where the current line is exhausted before the current reformatted line exceeds
5 the line length.

1 25. (Original) The apparatus of claim 24, wherein re-flowing the message further
2 comprises:

3 determining a paragraph break where the current line is exhausted and the current line
4 is less than a predetermined minimum length.

1 26. (Original) The apparatus of claim 24, wherein re-flowing the message further
2 comprises:

3 determining a paragraph break where the current line is exhausted and a double line
4 break is found before the next word in the message.

1 27. (Previously presented) The apparatus of claim 19, wherein the user interface is
2 included in a network based customer service system and the reformatted message is saved in
3 a database used by the network based customer service system.

1 28. (Currently amended) An apparatus for reformatting messages for multiple display
2 environments, the apparatus comprising:

3 means for determining provision a visual presentation of a user interface including a
4 message display area having a first visual format that includes a first display
5 parameter;

6 means for receiving a message for introduction into display within the user interface
7 message display area, the message having a second visual format that differs

8 from the first visual format such that introduction of displaying the message
9 unmodified would produce generate a misalignment according to the first
10 display parameter; and

11 means for automatically reformatting the message to provide generate a reformatted
12 message that corresponds conforms with the first visual format, for provision
13 of a displaying of the reformatted message within the user interface message
14 display area, wherein the displayed reformatted message conforms to the first
15 display parameter.

1 29. (Currently amended) The apparatus of claim 28, wherein the first visual format
2 further includes a second display parameter, and the displayed reformatted message conforms
3 to the first display parameter and the second display parameter.

1 30. (Original) The apparatus of claim 29, wherein the first display parameter is a line
2 length and the second display parameter is a maximum number of display lines.

1 31. (Original) The apparatus of claim 30, wherein automatically reformatting comprises:
2 receiving the line length and the maximum number of display lines; and
3 re-flowing the message to provide a reformatted message having lines that correspond
4 to the line length.

1 32. (Original) The apparatus of claim 31, wherein re-flowing the message comprises:
2 populating a current reformatted line within the reformatted message with a current
3 line from the message; and

4 incrementing to a next reformatted line where insertion of an additional word from
5 the current line would cause the current reformatted line to exceed the line
6 length.

1 33. (Original) The apparatus of claim 32, wherein re-flowing the message further
2 comprises:

3 continuing to populate the current reformatted line with a next line from the message
4 where the current line is exhausted before the current reformatted line exceeds
5 the line length.

1 34. (Original) The apparatus of claim 33, wherein re-flowing the message further
2 comprises:

3 determining a paragraph break where the current line is exhausted and the current line
4 is less than a predetermined minimum length.

1 35. (Original) The apparatus of claim 33, wherein re-flowing the message further
2 comprises:

3 determining a paragraph break where the current line is exhausted and a double line
4 break is found before the next word in the message.

1 36. (Previously presented) The apparatus of claim 28, wherein the user interface is
2 included in a network based customer service system and the reformatted message is saved in
3 a database used by the network based customer service system. 36.

1 37. (New) The method of claim 1, wherein the first display parameter corresponds to one
2 of a bullet character, tab character and paragraph break.

3 38. (New) The method of claim 10, wherein the first display parameter corresponds to
4 one of a bullet character, tab character and paragraph break.

5 39. (New) The method of claim 19, wherein the first display parameter corresponds to
6 one of a bullet character, tab character and paragraph break.

7 40. (New) The method of claim 28, wherein the first display parameter corresponds to
8 one of a bullet character, tab character and paragraph break.